

## Practice Specialist Report

Linda Davies, BSN, RN

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### Case Status

Year	Cases Currently Open	Applications	Complaints	Total
2017	52			2150
2018	119			2196
2019	103			1673
2020	240	1667	575	2242
2021	377	1969	484	2453
2022	100	267	92	359

### Complaint Sources for FY 22

Risk Management (Hospital)	77
Risk Management (Facility)	14
Family or Patient	25
Other	205
<b>Total</b>	<b>436</b>

### Cases By Quarter, FY 22

	Impairment	Abuse
07/01/2021 to 09/30/2021	87	10
10/01/2021 to 12/31/2021	34	5
01/01/2022 to 03/31/2022	33	5
04/01/2022 to 06/30/2022		
<b>Total</b>	<b>154</b>	<b>20</b>

### KNAP Statistical Summary, 4<sup>th</sup> Quarter 2021

2. 154 Active Cases
3. 91% Licensed in Kansas
4. 74% are known to the KSBN
5. 67% are within 30-49 yrs of age
6. 43% employed in nursing home/LTC
7. 31% have been in KNAP 2-3 years
8. 14 Successfully completed the program

#### Complaint Processing Time:

##### Performance Based Budget (PBB): Outcome Measures:

1. Percentage of complaints received in the agency and reviewed by Professional Staff within 2 weeks of date received = 95.3%
2. Percentage of investigations completed within 9 months of opening the case for FY 22 to date = 48.49%
  - a. Barriers
    - i. Collection of data
    - ii. Definition of “open” vs “assigned”
  - b. Possible solutions:
    - i. Front load complaints
3. Outcome measure comparing outcomes to dollars

##### PBB: Output Measures

1. Number of complaints received in the agency and reviewed by Professional staff (FY #) 321
- ~~2. Number of applications with legal history reviewed~~
- ~~3. Number of investigations opened~~
4. Number of nurses practicing without a current nursing license
  - a. (FY#) Reinstatement, Lapsed + ULP 217
5. Number of individuals presenting themselves as a nurse but no nursing license (imposter) 0

#### Processing Standards:

##### Performance Based Budget (PBB): Outcome Measures:

4. Percentage of complaints received in the agency and reviewed by Professional Staff within 2 weeks of date received = 95.3%
5. Percentage of investigations completed within 9 months of opening the case for FY 22 to date = 48.49%
6. Number of nurses practicing without a current nursing license = 217
7. Number of individuals presenting themselves as a nurse but no nursing license (imposter) = 0

#### KORA open records requests, FY 2022:

FY	# Requests	# In Process	# Completed
2022	58	16	42

#### Supervisory:

- Have hired 2 RN Investigators
- Implemented an electronic means to request a KTRACS report on a licensee. Form was created between Board of Pharmacy and KSBN; Process was approved by IT for compliance with security protocols
- KNAP has completed their website: [www.KSnurseassistance.org](http://www.KSnurseassistance.org)
- Reviewing internal policy and procedures

**Meetings Attended:**

- CLEAR Winter Symposium (01/05/2022)
- NCSBN Discipline Knowledge Network 01/13/2022, 03/22/2022)
- KSBN Investigative Records Conversion Project (01/20/2022)
- Senior Care Task Force: Quality of care and Protective Services
  - Presentation (02/08/2022)
- CLEAR Specialized Investigator Training – Richard (02/04-14/2022)
- KSBN Board Retreat (02/22-23/2022)